



Insufficient Funds/Disputed Charges

The City of Visalia's Visalia Connect service is heavily subsidized and relies heavily on grant funding for service to be performed.

All bookings will go through a preauthorization process when a ride is scheduled. In the event that a ride is scheduled and the payment is later declined for whatever reason, the passenger account will immediately be suspended. If a passenger immediately updates their card information on file, allowing the fare charge to be processed then the account will be cleared. Passengers who don't immediately update their account for payment processing will be required to call Greenline at 1-877-40 GO GREEN to clear up the suspension on their account. Said passenger will be required to cover the charge for the insufficient funds prior to their account being unlocked. Furthermore, any account that receives a charge dispute from the credit card company or bank will also be suspended. The burden will be on the passenger/customer to contact The City of Visalia to clear up the disputed charge. The City of Visalia reserves the right to cancel or place any customer's account on hold for insufficient funds, disputed charges and no shows.

A handwritten signature in black ink, reading "Angelina Baker", is written over a horizontal dashed line.

Angelina Baker, Transit Manager